

DRLink

Partner Edition



State of Wisconsin
Department of Regulation and Licensing

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Time To Say Farewell

By **Celia Jackson**
DRL Secretary

The past eight years have seen an exciting evolution of the Wisconsin Department of Regulation and Licensing (DRL) since Governor Doyle took office in 2003.

There has been a significant increase in the number of professions that DRL regulates which has resulted in the addition of 43 new credential types.



DRL Secretary Celia Jackson

There has been a 47% turnover in staff at DRL. While we have lost some long-time employees to retirement or other jobs, we have also hired many new and talented employees who have made substantial contributions to the agency.

Systems have been put in place to manage the increase and address the case backlog in our Division of Enforcement, and a new bureau has been established to provide dedicated resources to professions attached to the Medical Examining Board.

It has been five and one half years since I came to the Department of Regulation and Licensing.

I came with wide eyes and an open frame of mind. My first plan was to listen and learn as much as possible. It did not take long for me to get caught in the whirlwind of DRL and its many facets, including board members, legislators, staff, unions and licensees.

My first big challenge was moving the oversight of substance abuse counselors to DRL from a certification board attached to the Department of Health and Family Services. At the time, there were over a dozen levels of certification in the profession. Because of the wide variances within the profession, DRL held a series of outreach sessions around the state to share and gather information. This profession started as a grass roots movement in Wisconsin between those who had an experiential pathway into the profession and those who had masters level degrees. This resulted in heated debate on the manner in which the profession should be regulated. With the support of the Governor, I appointed a very diverse

advisory committee to ensure that there was participation from around the state and from the different constituencies. Under the facilitation of skilled professionals, the group was able to create a set of rules that would govern the profession. This was a major accomplishment, given the polarized perspectives. DRL was able to successfully provide a pathway for those who had experience and also require more education for future counselors.

There are so many other accomplishments that have occurred over the last eight years. Some of the highlights include:

- Merger of the Office of Legal
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Accomplishments

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Counsel and the Division of Board Services in an effort to be more effective and efficient.

- Initiative in the Division of Enforcement to resolve cases within 18 months.
- Addition of staff dedicated to the Medical Examining Board.
- Transfer of the Administrative Law Judge responsibilities to the Division of Hearing and Appeals in the Department of Administration.
- Redesign of the website to be more consumer friendly.
- Development of e-credential which allows licensees to print their renewal at home saving thousands of dollars in postage.
- Completion of ICE, our integrated credentialing and enforcement informational technology system.
- Using technology which allows board members to participate in meetings via the internet.
- The gradual renewal of the regulatory digest for some of our professions.
- Quarterly board meetings around the state which allow licensees more access to DRL and the board members.
- Receipt of an ARRA grant in the amount of \$500,000 to help develop a plan to increase portability of medical

licensure in nine states.

- Listening sessions in the Barbering and Cosmetology professions which resulted in the implementation of continuing education. DRL hosted three continuing education events in which almost 8,000 licensees attended from all around the state.
- Revision to the Impaired Professional Procedure Program, which has been renamed the Professional Assistance Procedure Program.
- Strategic planning with board members resulting in a shared vision to enhance the work of DRL.
- Development of training for board members including the Case Advisor training, Board chair training and Public member training.
- Development of an internal and external newsletter.
- Collaborative project with MATC students to photograph the professions we regulate which are on display in the agency.
- Renovation and expansion of office space.

These are just some of the highlights. There is so much more that I could say and expand upon within each of the professions, but it would be quite voluminous.

It has been an amazing experience and I am most thankful that Governor Doyle gave me an opportunity to serve Wisconsin in this way. I believe the agency

is in a better place and I am confident that we have established new and sound systems to provide more efficient and improved service to all of our constituents. Thank you for challenging us and stretching us in many ways. We are a much better agency based on our collaborative efforts and your support.

Furlough Days Noted

The Department of Regulation and Licensing will close its offices twice in the next six months to partially meet its obligations under the furlough plan that was implemented to help meet the state's budget deficit for 2009-2011.

Employees will not be paid for furlough days. In addition to the two days listed below, each DRL employee will be required to take four additional furlough days between July 1, 2010 and June 30, 2011.

The upcoming agency-wide furlough days during which DRL offices will close are:

Monday, February 21, 2011

Friday, May 27, 2011

DRL was closed for agency-wide furlough days in October and November.

DRL's website will remain accessible to the public on furlough days to conduct business such as renewing credentials, checking on the status of a credential, etc.

Work Begins On Portability Of Medical Licensure

DRL recently hosted a meeting of a nine-state task force working on ways of streamlining the ability of physicians to practice medicine across state lines.

The work of the group is being funded through a \$498,000, two-year grant made to DRL under the American Recovery and Reinvestment Act (ARRA).

The goal is to develop a plan to increase the portability of medical licensure and privileges between the states of Wisconsin, Minnesota, Michigan, Illinois, Kansas, Missouri, Indiana, Iowa and South Dakota.

The group met November 4th and 5th at the Monona Terrace Convention Center in Madison. The representatives consisted of Executive Directors and Licensing Administrators from the states. Some states sent both Executive Directors and Licensing Administrators.

It was a productive couple of days that focused on two topics: information sharing and expedited endorsement. Nina Antoniotti from Marshfield Clinic, DRL's partner on the grant, was the facilitator of the meeting.

DRL unveiled an online verification system that is being developed using ARRA Funds. It is unique because it 1) replaces the paper-based verification system currently used

by some states; 2) provides real time information and eliminates the information gap inherent in the current verification system; and 3) it allows states to share specific relevant information that cannot be shared through VeriDoc or other third party verification services because of confidentiality concerns (such as pending investigatory information) efficiently and electronically.

DRL received a positive reaction to the system and requested that the other states consider adopting the system and incorporate it into their licensing process. Any retrofitting or upgrades that a particular state requires would be paid for using funds from the DRL ARRA Grant.

The next step is to continue developing the software and contacting the IT departments in each of the participating states to determine each state's particular requirements. DRL hopes that the information sharing system eventually becomes a nationwide tool that all states can use to verify information about applicants.

The actual expedited endorsement model is the

other piece, and the representatives came up with a working draft that DRL hopes to refine as it learns more about other states' credentialing requirements and systems. The goal is to allow states to issue a license to a physician licensed in another state by relying on information from the other state. It is not reciprocity, as all necessary verifications are preserved, but the system does expedite the process by reducing the need to verify redundant information from multiple sources. DRL's sense is that the other states will hold tightly to their own systems and requirements, so it has started with a "highest common denominator" of standards and will build upon that. The next step is to circulate a draft of what was discussed and decide on how to move the model forward from there.



The Medical Examining Board held its October meeting at the Medical College of Wisconsin in Milwaukee.

Regulation of Mixed Martial Arts Begins

New rules governing the sport of Mixed Martial Arts (MMA) took effect September 1st. To date, there have been five MMA events staged in Wisconsin under the new rules governing the sport. Five more events are already on the schedule between now and April 2011. DRL has also licensed nearly 90 amateur and professional MMA contestants in the past three months.

“We have worked hard with those in the MMA community to put in place rules to govern this sport,” said Hector Colon, DRL’s Executive Assistant and Boxing/MMA Commissioner. “We have listened to promoters, fighters and others who have helped shape rules which will protect all those who are involved with the sport.”

Earlier this year, Governor Jim Doyle signed Senate Bill 290 (WI Act 111) placing MMA under

the authority of DRL and requiring the agency to formulate rules for the sport. In August, DRL held a series of town hall meetings around the state to educate the MMA industry about the rules that will govern their sport.



Hector Colon speaks at an August MMA Town Hall meeting in Milwaukee.

Colon and DRL Secretary Celia Jackson attended a MMA event in Rhinelander on August 21st and met with representatives of the Red Cliff and Lac Courte Oreilles tribes to discuss regulation of the sport on their lands.

“The rules have received overwhelming support,” said Co-

lon. “The rules are necessary, to protect the safety and integrity of the sport.”

Emergency rules, which took effect September 1st, have been forwarded to the legislature for review and were the topic of a public hearing on September 20, 2010. After receiving legislative and public feedback, permanent rules will take effect in March 2011.

Earlier this year, Secretary Jackson appointed an advisory committee consisting of eight industry experts and one public member to assist DRL in drafting the rules.

Collectively, the eight MMA industry representatives have over 100 years of experience in the sport. The advisory committee addressed a variety of topics to formulate the rules for MMA, including: definitions and general terminology, weight classes, qualifications of referees and judges, bond requirements, promoter fees and duties and cage specifications.

Wisconsin is the 43rd state to sanction and regulate MMA.

Visit www.drl.wi.gov for all the latest news regarding DRL and the professions for which it has responsibility.

Barbering and Cosmetology Continuing Education Summits A Success

Nearly 8,000 Wisconsin licensees in the barbering and cosmetology professions recently received continuing education (CE) through events hosted by DRL. The department provided the CE at Summit meetings on August 16th in Milwaukee, October 18th in Madison and November 8th in Stevens Point. Attendees received two hours of CE on Wisconsin law governing their profession and four hours of CE in the areas of safety, sanitation and infection control. Licensees are required to have six hours of CE in order to renew their licenses in 2011. The CE requirement for 2013 renewals will rise to 12 hours.

"This was a new experience for us, having DRL provide CE directly," said Secretary Celia Jackson. "The Summits were a great success, and we were able to provide the CE in a fun and informative format."

Each of the Summits featured a nationally known speaker in the barbering and cosmetology

field. In Milwaukee, Diane Bailey, owner of Tendrils Inc. in New York, provided the keynote and talked about her views on natural hair care and the need for sound safety and sanitation



practices in the salon. The featured speaker in Madison was Peter Ishkhans, a well-known

Hollywood hair stylist and Emmy Award nominated host of the "Peter Perfect" show on the Style Network. The keynote in Stevens Point was delivered by Nicholas French, who was named "2010 North American Hair Stylist of the Year". All three speakers followed up their keynote presentations with afternoon workshops where they demonstrated their work.

Other workshops at the Summits provided CE in the area of safety,

sanitation and infection control. Workshops were selected by DRL after it reviewed responses to a re-

quest for proposals to provide CE that was sent out statewide earlier this year.



"While many licensees likely haven't completed their CE yet, there is a growing list of providers they can choose from," said Secretary Jackson. "Orga-

nizing these Summits and recruiting businesses and individuals to present the CE certainly expanded the ability of the other 40,000 barbering and cosmetology licensees to receive their CE in a format and location convenient to them."



Photos (clockwise from top left): Nearly 2,000 people attended the Milwaukee Summit at the Frontier Airlines Center; Milwaukee Keynote Speaker **Diane Bailey** is interviewed by Fox Six TV News; **Nicholas French** demonstrates his hair styling in Stevens Point; DRL Legal Counsel **Yolanda McGowan** answers questions about the new CE requirements for those attending the Madison Summit.



What's Happening Around DRL?

Board Services

The Dental Examining Board held its September 1st meeting at the Marquette Dental School in Milwaukee.

The Medical Examining Board and the Board of Nursing held their October meetings in Milwaukee and Janesville, respectively.

A training for new board members was held July 26th. Training for Board Chairs, Vice-Chairs and Public Members was held this month.

A work group has been formed to examine how DRL can use the national NURSUS database more effectively to report and receive information on nurse disciplines.

New technology has allowed 29 people to take part in 17 different board meetings since

April without having to come to Madison. The system uses a web camera and internet connection to allow them to participate.

DRL Program Assistant Supervisor Kelli Kaalele has been appointed to the national Council on Licensure, Enforcement and Regulation (CLEAR) Board Member Training Committee.

Credentialing

Staff in the credentialing division are very busy with a large amount of renewals (30,000) in several professions including chiropractic and real estate.

Enforcement

The complaint form on the DRL website is being modified so it can be completed on-line, printed and sent to DOE.

An LTE appraiser has been hired to do reviews of real estate appraisals who are required to be submitted under disciplinary orders.

Staff Departures

As we approach the end of the year and the start of a new administration in State government, appointed staff are beginning to depart.

Cathy Pond, Credentialing Division Administrator and Barbara Wyatt Sibley, Deputy Secretary, both worked their last days at DRL December 3rd.

Cathy, retired with 40 years of State service, including the past 19 years at DRL.

Barbara was appointed Deputy Secretary of DRL in April 2006.



*DRL Deputy Secretary **Barbara Wyatt Sibley** presents outgoing Funeral Directors Examining Board Member **J.C. Frazier** with a plaque recognizing his service.*



*Deputy Secretary **Barbara Wyatt Sibley** and **Cathy Pond**, Credentialing Division Administrator, put in their final day of work at DRL on December 3rd.*